

ANNUAL REPORT

Fiscal 2004

BUSINESS PLAN

Fiscal 2005-2007

Electrical Safety in Ontario
Summary Report (2003)

Delivering Safety





We are a not-for-profit corporation accountable to a Board of Directors, which represents a diversified group of partners and stakeholders. ESA is responsible for public electrical safety in Ontario as designated by Ontario Regulation 89/99. ESA operates in accordance with the *Safety and Consumer Statutes Administration Act* under an administrative agreement with the Ministry of Consumer and Business Services (MCBS). ESA's delegated responsibilities include the administration and enforcement of the *Electricity Act* and *Ontario's Electrical Safety Code*, and the *Electrical Distribution Safety Regulation*.

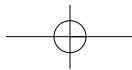
Our Vision

Experts in Electrical Safety
Superior Services and Solutions
A Recognized Leader



Front cover: (left to right)
 James Fraser (*Inspector*)
 Roy Elwood (*Senior Inspector*)
 Norm Bjorndahl (*Inspector*)
 delivering safety services in Metro.

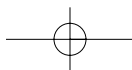


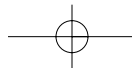


Annual Report

Fiscal 2004 (April 1, 2003 to March 31, 2004)

delivering safety





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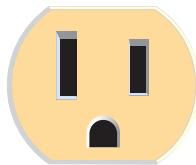
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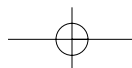
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www.esasafe.com



Board of Directors

Dane MacCarthy (Chair), President, Annedane Investments Incorporated 2,3
 Robert Stelzer, President & CEO, Electrical Safety Authority 2
 Robert Dowler, Assistant Deputy Minister, Policy and Consumer Protection Services
 Division, Ministry of Consumer and Business Services 1,3
 Wayne Gatien, President, Powertel 2
 Michael Lio, President, Lio & Associates 1
 Reginald MacDonald, President, Honey Electric Limited 1,3
 Robert McGavin, Corporate Director 2
 Roy Philippe, (Retired) Deputy Ontario Fire Marshal 1,3
 William Scott, (Retired) General Manager, York Hydro 1a,2
 Joseph Tersigni, Senior Consultant, Marshall Macklin Monaghan 1
 Gordon Thursfield, President, Nexans Canada Incorporated 1
 Brad Vollmer, President, Vollmer and Associates 2,3

- one Audit, Finance & Risk Management Committee Members held 4 meetings in fiscal 2004. (Chair – M. Lio)*
1a) Pension Committee Members held 5 meetings in fiscal 2004. (Chair – W. Howard and includes L. Fields
Mgr. Pension, Finance Department, York University)
- two Nominating, Governance & Human Resources Committee members held 3 meetings in fiscal 2004. (Chair –*
R. McGavin)
- three Regulatory Affairs Committee members held 2 meetings in fiscal 2004. (Chair – R. MacDonald)*

Board Appointed Officers

Robert Stelzer, President & Chief Executive Officer
 Ray Gauthier, Vice-President Customer Service
 Wayne Howard, Vice-President Finance & Chief Financial Officer 1a
 Peter Marcucci, Vice-President Regulatory Affairs & Corporate Services 1a
 Judith McTavish, Vice-President & General Counsel 1a
 Scott Saint, Vice-President & Chief Operating Officer 1a
 Ronald Schertzer, Vice-President Programs

Auditor

Ernst & Young

Message from the Chair

The Electrical Safety Authority marks an important milestone this year, a milestone that warrants reflection and celebration.



Five years ago, on April 1, 1999, we made the transition from Ontario Hydro Electrical Inspection Division to the newly constituted Electrical Safety Authority. Although daunting at first and not without some difficult challenges, ESA has taken significant steps forward on several fronts, including safety awareness, customer satisfaction, operational efficiency, financial stability and regulatory innovation.

ESA entered its fifth year of operation from a position of strength. The financial foundation was sound and a business infrastructure was being implemented to support continued growth. That growth was evident in fiscal 2004, as existing electrical safety partnerships and programs flourished and new markets were tapped. A significant accomplishment has been the work associated with the recent Ontario government approval of the Electrical Distribution Safety Regulation.

Many people contribute to ESA's achievements. First and foremost is our team of committed and knowledgeable employees dedicated to our mandate of public electrical safety. But progress would not have been possible without substantial contributions from the stakeholder community, the Ministry of Consumer & Business Services and our Board of Directors.

This past year, a Directors and Officers education session was conducted in conjunction with ESA's 2004-2006 strategic business planning meeting. In fiscal 2004, Board and individual evaluations for Directors and senior management were completed to improve operational effectiveness.

To sustain effective Board operations, a Director profile was developed to support identification of qualified individuals to fill a Board vacancy; and the Board Charter, Code of Conduct and Terms of Reference were updated for all Board Committees.

This year we are presenting a three-part report on our business to provide customers and stakeholders with a comprehensive information package on public electrical safety in Ontario. It includes our fiscal 2004 Annual Report, 2005-2007 Business Plan, and a summary of the Ontario Electrical Safety Report for 2003.

As we move forward from the first major milestone in ESA's history, we take pride in the steps we have taken and continue to take to ensure public electrical safety in Ontario.

A handwritten signature in black ink, appearing to read 'Dane MacCarthy'.

Dane B. MacCarthy
Chair, Electrical Safety Authority

Statement from the President and Chief Executive Officer

"... We have become easier to do business with. ..."

Two years ago, the Electrical Safety Authority successfully implemented a strategic plan to ensure our company's financial soundness following a period of difficulty. This plan was effectively implemented.

Last year, our strategic plan focused on the theme 'easy to do business with', and I am pleased to report that it, too, has been successfully achieved. The implementation of the strategic plan followed a balanced scorecard format that ensured our four primary business objectives were met: Leading Safety, Delivering Excellence, Ensuring Financial Stability and Strengthening Processes. The successful outcome is a direct result of the commitment and support we receive from our employees, customers, Board of Directors and key external stakeholders.



In fiscal 2004, the Electrical Safety Authority:

APPRECIABLY RAISED CUSTOMER SATISFACTION. We significantly reduced our visit backlog rates and continued to increase the quality of service in our Customer Service Centre. We also became one of the first Authorities in North America to offer on-line entry and monitoring of applications for electrical inspection. The result of these initiatives was to increase our customer satisfaction by 5% in an independently measured survey.

OBTAINED APPROVAL FOR UTILITY REGULATIONS. After years of close collaboration with key stakeholders, a new regulation was enacted that gives ESA oversight for public electrical safety issues associated with the electrical distribution network in Ontario.

ACCELERATED THE ESA BRAND AND ASSOCIATED ELECTRICAL SAFETY AWARENESS. A collaborative campaign with a major retailer of electrical products significantly increased customer awareness of electrical safety issues. In addition, as part of the Elecsafe Alliance, we produced an electrical safety video that was made available to more than 1.6 million elementary school students in Ontario.

REDUCED THE BACKLOG OF REQUESTED INSPECTIONS. In spite of historically high construction activity in Ontario, we ensured that required electrical inspections were carried out on time. By year-end, backlog was reduced to our planned targets.

CONTINUED TO SOLIDIFY OUR FINANCIAL POSITION. We diversified our revenue base by adding new revenue streams to the Continuous Safety Services program. We accomplished this by increasing our market presence in areas where ESA does not have a formal regulatory responsibility, such as mining. For the first time our Continuous Safety Services business exceeded 20% of total company revenues.

CONTINUED TO STRENGTHEN INTERNAL BUSINESS PROCESSES. While service was improved, we were able to reduce Inspector administrative tasks to increase customer delivery time, and we continued to decrease our administrative costs at the Customer Service Centre as a percentage of revenue. As an example, ESA reduced the cost to process inspection applications by 14%.

This was a year of great progress for the Electrical Safety Authority. We are pleased with the outcome and look forward to continuing to improve our company in the years to come.



Robert M. Stelzer
President and Chief Executive Officer, Electrical Safety Authority

Leading Safety

88% of consumers surveyed say Ontairo needs a provincial body responsible for public electrical safety.



Jack Holmes, Electrical Associate Home Depot

Jan Griffin, Field Facilitator Western Territory ESA

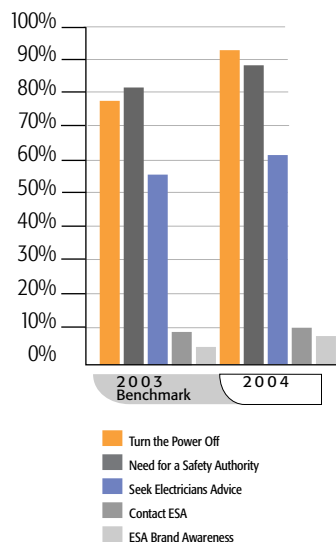
Increasing consumer safety awareness

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by 50% at the point of purchase

It can be as simple as installing an electrical plug or as complex as changing an electrical panel. Regardless of the task, risks are involved. These risks increase substantially when the amateur home handy person carries out the work. And, because the potential to absorb safety messages is highest at the point of purchase, Home Depot Canada has joined with the Electrical Safety Authority to promote understanding of risk factors among its customers.

Consumer Safety Awareness
Increased in all key safety areas



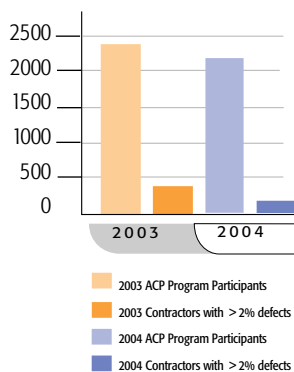
The program serves the complementary objectives of ESA and Home Depot: Creating consumer risk awareness and helping consumers make the right decision.

The Electrical Safety Authority delivered its safety mandate in 2004 by taking its message directly to the frontline -- the public. We strengthened already sound strategic industry alliances, and formed a partnership with business to deliver electrical safety information through a variety of channels.

Critical to this endeavour was our continuing leadership in Elecsafe, an alliance of 10 electrical industry partners dedicated to the safe use of electricity and electrical products. With its Internet web infrastructure in place, Elecsafe devoted its second year of operation to promoting power line safety, targeting those audiences most vulnerable to electrical hazards -- children, workers, farmers and homeowners.

ESA's corporate website, www.esasafe.com continued to receive high usage in 2004, registering more than seven million hits. In March 2004, a redesigned site was launched to streamline access to important electrical safety information targeted at our two distinct audiences -- the consumer and business to business. The new site is easier to navigate, offers more information, and provides streamlined access to important ESA inspection services.

Authorised Contractor Program
Contractors with greater (>) than 2% defects reduced by 48%



In our first awareness partnership with business, we implemented a pilot point of purchase program in five Home Depot Canada locations. Aimed primarily at the homeowner, the objective of this initiative is to create a higher level of awareness of electrical safety, electrical installations and our own ESA brand. After one year, surveys indicate the campaigns have increased homeowner awareness by 17% of the need to ensure power is off prior to doing any electrical work. A total of 25% more survey respondents are contacting licensed electrical contractors for information on electrical installations, and 8% more respondents see the importance in having a governing body responsible for public electrical safety. Following the 12 months of campaign activity, 50% more consumers in the pilot locations could identify the Electrical Safety Authority as the agency responsible for public electrical safety.

To support the proposal to introduce Electrical Distribution Safety Regulations, ESA followed a public consultation process in 2002 engaging a number of market interests to help define the requirements. This input proved valuable as the Ontario government approved the recommendations and the Electrical Distribution Safety Regulation became law in February 2004.

Collectively, these initiatives provided concrete examples of our leadership role in promoting electrical safety awareness. We are confident heightened awareness will ultimately lead to a change in behaviour among consumers, creating a safer Ontario.

Delivering Excellence

Customer Service Excellence
Accuracy reaches 98.9%



Melissa Smith, Customer Service Representative ESA & Jason Lay, Customer Service Representative ESA

www.esasafe.com

Responding to calls

on average within 20 seconds

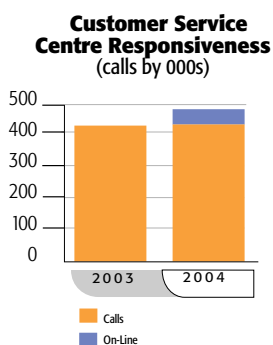
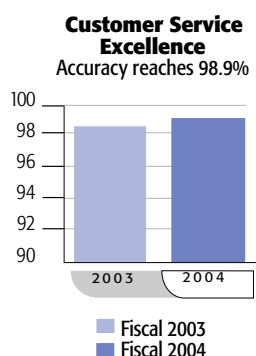
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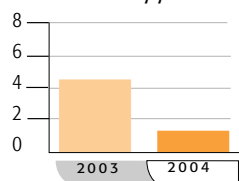
getting to know the customer better, and alignment with Inspectors in the field, have been key factors in assisting the Customer Service Centre team in fiscal 2004. With the introduction of technology to simplify the inputting of inspection applications, Customer Service Representatives were able to achieve a 98.9% accuracy level while responding to some 416,000 calls within an average 20 seconds or less. Simplifying technology has allowed CSRs to input applications real-time while talking to the customer, eliminating the need for customer follow-up. In addition, customer turnaround commitments for inputting inspection applications were met and exceeded 99% of the time.

We became one of the first Authorities in North America to offer on-line entry and monitoring of applications for electrical inspection. This represents a significant new service as most of our customers can now submit applications and check the status of work on-line at a time that is convenient to them.

In fiscal 2004, customer service performance levels exceeded all established targets, resulting in a satisfaction increase of 4.8%, and a 14% reduction in the cost of completing inspection applications.



Inspection Service Responsiveness
Inspection backlog reduced to a quarterly average of 4.2%, and 1.62% by year-end



Commitment to the delivery of service excellence was at the forefront of the Electrical Safety Authority's objectives for fiscal 2004. Internal processes were streamlined to improve response time and develop greater agility within the organization to anticipate and meet emerging customer needs.

As a result of feedback obtained from our Contractor Advisory Council and the annual contractor satisfaction survey, ESA's Customer Service Centre was realigned to parallel the geographic structure of our delivery business. The creation of geographically based teams of Customer Service Representatives and Inspectors has strengthened relationships and communication throughout our own organization and with contractors across the province. As a result, response time and service delivery targets have been exceeded.

The boom in Ontario's construction industry has resulted in increased requests for inspection services. We concentrated our efforts to ensure requests for inspection were responded to on a timely basis and exceeded our ambitious year-end targets to minimize inspection backlog.

Training played a major role in our ability to improve service delivery. In all, 120 Inspectors received an Ontario Electrical Safety Code refresher and classroom training on new inspection processes. All Inspectors participated in quarterly reviews of ESA's technical and safety bulletins. Customer Service Representatives were provided with additional training to enhance their knowledge of services and processes and to familiarize them with clients.

We introduced a new reporting tool to provide Continuous Safety Services customers with detailed information on inspection visits and findings associated with ongoing electrical maintenance in their facilities.

Consultation is an important mechanism in our ability to deliver service excellence. This past year we organized an internal Wiring Advisory Council, dedicated to finding ways of freeing up Inspectors from administrative duties to give them more time with customers. We continued our work with the two existing internal Advisory Councils focused on Continuous Safety Services and the Authorized Contractor Program. Each of our working Councils played a significant role in helping ESA meet its service delivery targets.

Ensuring Stability

It is a win-win situation -- diversifying our revenue and service base, while at the same time making public places safer from potential electrical hazards.

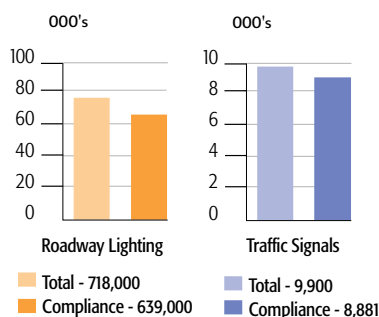


Jim Clish, Senior Inspector Metro Territory ESA

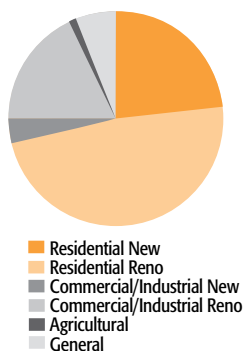
Contributing to public electrical safety

by achieving 90% compliance in Roadway Lighting Systems in Ontario

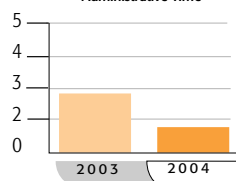
new safety services resulting in new income streams are important to the Electrical Safety Authority. As a cost-recovery business, our revenues are directly proportional to our ability to deliver our safety mandate. The Roadway Lighting Program, implemented last year, supports customers in meeting Ontario Electrical Safety Code electrical maintenance requirements. Similar to the Continuous Safety Services line of business, this initiative provides customers with a streamlined approach to documenting and reporting electrical maintenance work to make it easier for them to comply to the Code. In fiscal 2004 this program was responsible for contributing close to 20% of new revenues associated with the Continuous Safety Services line of business. As part of this ongoing program, our Inspectors scrutinize projects related to installation of new traffic and street lighting systems as well as the replacement and maintenance of existing systems. It is a win-win situation -- diversifying our revenue and service base, while at the same time making public places safer from potential electrical hazards.



ESA Responded to 306,400 Wiring Notifications Represented by Segments



Managing Inspector Administrative Time (hours)
Achieving a 38% Reduction in Inspector Administrative Time



The Electrical Safety Authority moved into fiscal 2004 confident we had a strong financial foundation from which we could pursue new markets and deliver new safety initiatives.

We aggressively marketed the Continuous Safety Services program, which helps organizations doing business in Ontario to comply with requirements of the Ontario Electrical Safety Code. We worked diligently to ensure compliance to Roadway Lighting Systems across Ontario. Our efforts to market the CSS program to potential customers in municipalities, and in the non-regulated mining segment, have resulted in a 14% growth in revenues, and have garnered interest from further afield, including international customers such as a world leading diamond-mining company.

ESA's Field Evaluation line of business continued to offer their services out-of-province with a focus on evaluating electrical equipment, products, and product components intended for use in Ontario. This activity resulted in the approval of 77,552 pieces of electrical products and components, and required Field Evaluation inspectors to conduct 36 out-of-province inspections.

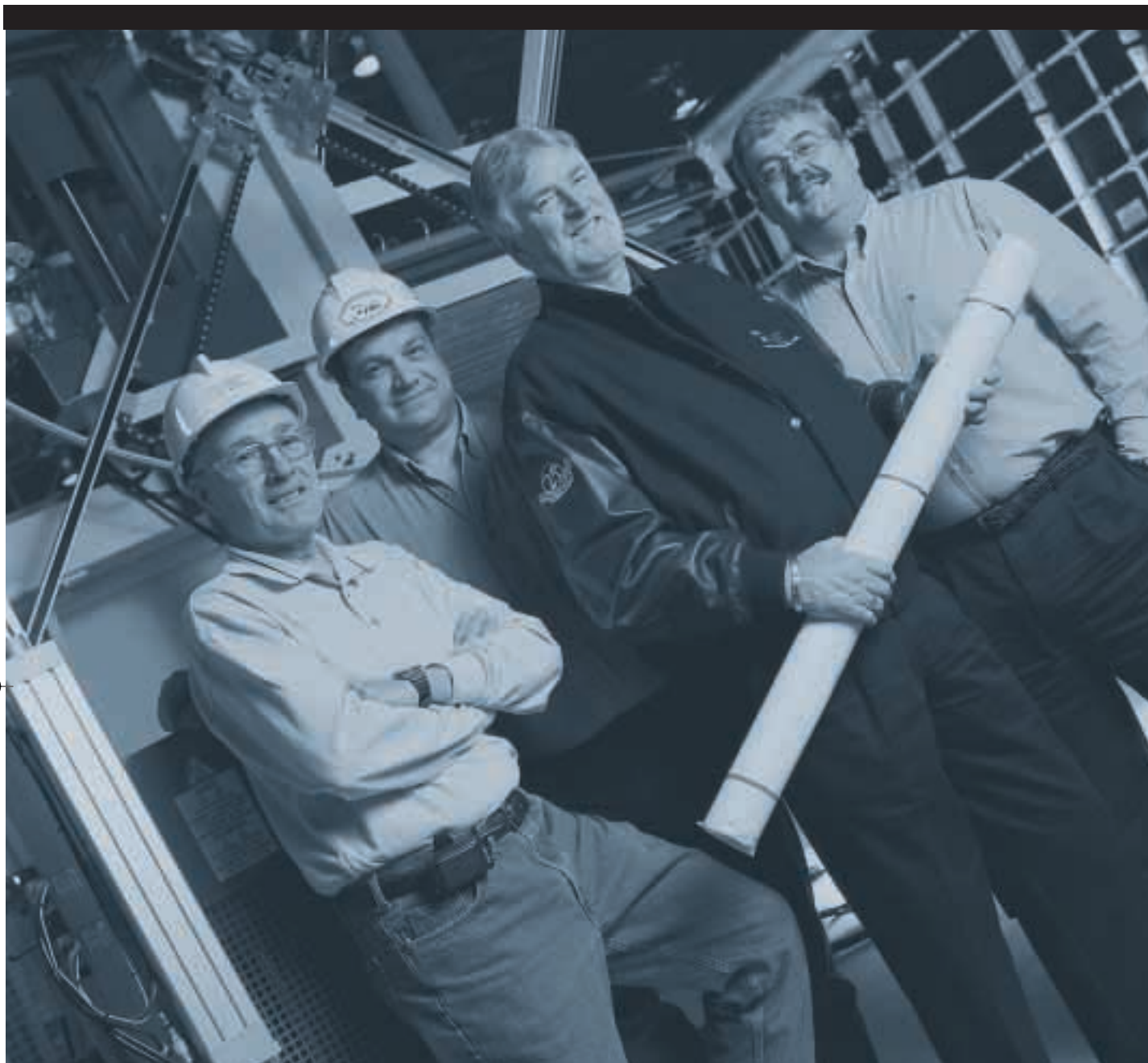
In fiscal 2004, our organization surpassed safety and financial targets in all service areas and across all lines of business. Revenues exceeded expenses by 5.9% or \$2.9 million.

Wiring notifications for the year totaled 306,400. Inspection visits resulted in the identification of 77,900 defects representing a decrease from fiscal 2003 and supporting the identification and reduction of defects in future business plans. Overall, general inspections increased by 20%. And, we responded to more than 3,300 investigations of potential electrical hazards. Combined, this activity resulted in the organization surpassing budget forecasts established for all lines of business. ESA's Plan Approval service reviewed 8% more drawings at 2,223 to ensure Code compliance.

Extending our reach through new programs, new markets and new regulation, we will strengthen our influence and our ability to positively impact electrical safety in Ontario.

Strengthening Processes

*Customer Service Satisfaction increased
in fiscal 2004 by 5.0%*



John Moore, Inspector Metro Territory ESA
Richard Cullis, Dial One Wolfedale

Mike Nazar, Dial One Wolfedale
Ivan Martintoni, Protemp Glass

Improving stakeholder relations

with the introduction of Contractor
Advisory Council in 2004.

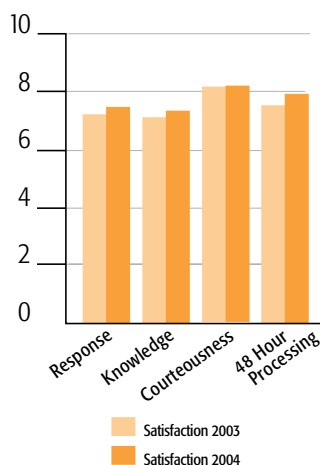
Consultation enables the Electrical Safety Authority to deliver safety services and messages that represent the voices and reflect the needs of the community, the industry, and the individual customer.

Various consultation methodologies are used, but at the core is the feedback we receive from various stakeholder councils. In fiscal 2004, a new group, the Contractor Advisory Council, was formed to recognize that sector's unique needs.

ESA both regulates and serves the electrical contracting industry. By forming the Contractor Advisory Council, we have ensured that the interests and concerns of this key stakeholder group are heard and addressed. The Council is mandated to provide ESA's executive leadership with views and advice specific to the electrical contracting industry and to help formulate policies and strategies aimed at reinforcing existing, and identifying new safety partnerships.

Strengthening Business Processes

Customer Service Satisfaction



A commitment to deliver improved internal processes was an important priority for the Electrical Safety Authority in fiscal 2004. Success in addressing that core strategy has produced tangible results in achieving each of our four business objectives.

Information systems were enhanced to include detailed reporting of Continuous Safety Services and to streamline support for Inspectors and Customer Service Representatives. As a result, the amount of time spent on administrative functions was reduced. As well, a scoping project was initiated to determine future information system requirements.

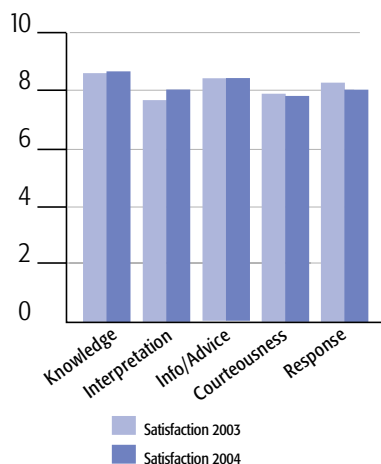
Encouraging feedback through consultation with our employees as well as our customers and other stakeholders continues to be critical to our business.

As part of our ongoing effort to improve communication with employees, quarterly regional information meetings were introduced to keep everyone abreast of new corporate initiatives. The new strategy plan was shared with all employees. A three-year collective agreement with the Society of Energy Professionals was concluded through a mediation/arbitration process. In addition, joint Management/Union meetings were held quarterly.

At the conclusion of the fiscal year, the rollout of a third Employee Survey was in its final phase and a report is expected in early fiscal 2005.

Strengthening Business Processes

Inspection Service Satisfaction



Externally, we continued to rely on the expertise and insights provided by our Consumer Advisory Council, Industry Advisory Council, Ontario Provincial Code Council, and the newly constituted Contractor Advisory Council. We are also in the process of creating a Utility Advisory Council to support the implementation of the recently approved Electrical Distribution Safety Regulation.

Ensuring feedback and encouraging consultation are essential processes in all decisions regarding our business direction.

Financial Performance

The financial focus in fiscal 2004 continued to be centred on strengthening the Electrical Safety Authority's ability to ensure the delivery of electrical safety services in Ontario into the future. By diversifying revenue sources, containing costs, achieving further operating efficiencies and minimizing capital spending, this plan supported ESA in achieving its objectives.

In fiscal 2004 revenue decreased to \$52.4 million, representing a decrease of 1.5% from fiscal 2003. This decrease was partially related to Ontario Electrical Safety Code related services. Code related services recur every four years and represented \$1.6 million in fiscal 2003. The strong economic activity in Ontario, together with our continued focus on the growth of the Continuous Safety Services line of business, had a positive impact on revenue.



Wiring revenue (both residential and commercial) decreased by 2.5% while revenue from Continuous Safety Services (CSS) contracts increased by 14%. New residential construction continued to grow last year, contrary to earlier projections of a decline in this activity. Inspection services for new residential construction represented 30% of total wiring related services and reached the highest reported levels since the late 1980s. The contribution from this segment is expected to decline in the next fiscal year, therefore, the company continues to expand or develop other services and revenue sources. Total wiring services represented 66% of revenue in fiscal 2004 and 67% in fiscal 2003; CSS services represented 22% of fiscal 2004 revenue and 19% of fiscal 2003 revenue. Other services represented 12% of fiscal 2004 revenue and 14% of fiscal 2003 revenue (3% related to Code services).

Operating expenses (before depreciation and other costs) were contained at \$47.9 million compared to \$47.0 million in fiscal 2003 representing only a 1.93% increase. There were reductions to non-labour operating expenses of 10.7%, which were offset by a labour related increase of 6.1%, including health benefits and pension costs. Continuing increases in benefit costs, including pension costs, could pose a challenge to the business in the future.

The activities for fiscal 2004 resulted in a net excess (revenue exceeding expenses) of \$2.9 million compared to a net excess in fiscal 2003 of \$2.0 million.

Cash flow in fiscal 2004 of \$9.0 million compared to \$9.2 million in fiscal 2003. The positive operating margin, limited capital spending and continued balance sheet management of working capital, positively impacted cash flow. Capital spending has been minimal over the past two years. This is expected to change in the next fiscal year as software and hardware must be replaced or upgraded.

The balance sheet continued to improve in fiscal 2004 with current assets exceeding current liabilities by \$13.6 million compared to \$7.9 million last year. Current assets include cash and cash equivalents of \$23.9 million. However, total assets approximate total liabilities so the company must continue to be vigilant and prudent in its financial management practices.

The Electrical Safety Authority is in a financially stable position, which will allow the Company to allocate more funds to safety programs and upgrade infrastructure next year. The Company must continue to be diligent to contain costs, improve productivity, improve customer service and reduce its reliance on wiring services in the future. Our strategic plan addresses these issues.

Wayne Howard
Vice-President Finance and Chief Financial Officer
Electrical Safety Authority





ESA Strategic Plan 2004

Experts in electrical safety
Superior services and solutions
A recognized leader

MISSION

Stabilize the Business

Easy to do Business with

OBJECTIVE "WHAT"

**KEY
PERFORMANCE
INDICATORS**
 (Achieved by March
 31, 2004)

Leadership in Electrical Safety

- increase public safety by raising ESA Public awareness by 25%
- increase public safety by reducing by 20% the number of ACP contractors with defects > 2%

Provide Excellent Service

- raise wiring customer service satisfaction by 2%
- ensure average speed to answer calls for contractors is 30 seconds or less
- improve CSC data quality by 20%
- required visit backlog of 4% or less
- ensure CSC fax backlog does not exceed 5% of weekly work

Ensure Business is Financially Sound

- achieve a surplus = 1% of sales
- maintain A/R within 40 days of revenue
- diversify revenue sources by generating \$830K of increased CSS business

Strengthen Business Processes

- reduce Inspector administrative time by 20%
- reduce CSC cost of processing an application by 5%

ACTION PLAN "HOW"

- NEW CUSTOMER OFFERINGS
 - Municipal Street Lighting/Traffic signals
 - Utility Regulations
 - Contractor Licensing
 - Appliance Industry Program
- FEE RESTRUCTURING
 - Basic Exemption
 - Standard Program
 - Updates ACP
 - Enhancements
 - CCP Program
 - Development
- BRAND IDENTITY
- SAFETY MANAGEMENT FRAMEWORK
- APPEALS PROCESS

- GEOGRAPHIC TEAMS AT CSC
- SELF-SERVE/ON-LINE
- CSR TRAINING
- RESOURCE PLANNING TOOL
- GUIDELINES FOR PRIORITIZATION OF INSPECTION
- INBOUND CALL ROUTING/TELEPHONE LISTING APPROACH

- BUSINESS STABILITY ANALYSIS
- CSS SALES INITIATIVE

- INSPECTOR ADMIN IMPROVEMENT
- COMPUTER SYSTEM ENHANCEMENTS
- IS OVERALL PLAN
- CSS REPORTING
- INSPECTOR TRAINING
- INTERNAL COMMUNICATION PLAN
 - Regional Communication
- CSR FIELD VISITS
- IMPLEMENT PAY EQUITY PLAN

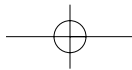
2004-2006 Business Objectives

Business Objectives	Key Focus Area	Success and Performance Measures
Provide Leadership in Electrical Safety	<i>Fee Restructuring</i>	• ESA reduced the number of categories in the standard fee program by 25% effective June 2003. • ESA piloted a Certified Contractor Program, and established a joint ESA-Contractor team to define future direction.
	<i>Safety/Brand Awareness</i>	• ESA increased public safety awareness by 50% in a retail distribution pilot. • ESA led the Elecsafe Alliance development of a powerline safety campaign targeted at children, homeowners, workers, and the agricultural community. • ESA's Technical Advisors issued 12 safety alerts.
	<i>New Customer Offerings</i>	• Applications to ensure compliance to the Ontario Electrical Safety Code have been received for 90% of all Traffic Signal Systems and 89% of all Streetlights across Ontario. • The Electrical Distribution Safety Code was approved in early February. • A proposal for provincial contractor licensing was submitted to the Ontario government. • A Contractor Advisory Council was established. • Consultations were held to support the evaluation of a 'like-for-like' basic exemption for qualified contractors.
	<i>Safety Management Framework</i>	• A statistical based risk model was developed to support ESA in prioritizing safety initiatives.
	<i>Higher Program Participation Standards</i>	• Authorized Contractor Program participants with greater than 2% defects have been reduced by 48%. • ESA has submitted a draft appeals regulation for the Ontario Electrical Safety Code to the provincial government.

Business Objectives	Key Focus Area	Success and Performance Measures
Provide Excellent Service	<i>Inspection</i>	• Inspection backlog was reduced to a quarterly average of 4.2%. • ESA introduced guidelines to assist in prioritizing inspection service delivery.
	<i>Customer Service Centre</i>	• 416,000 calls were on average responded to within 20 seconds or less. • ESA's CSC delivered a 98.9% accuracy level to maintain data quality. • 99% of all work orders were processed in line with customer turnaround commitments. • The alignment of all inspection and customer service teams was supported through field visits. • Customer service satisfaction was increased by 4.8%. • A Web based application system is available for 60% of customers. • ESA's 1-877-esa-safe is being automatically transferred to appropriate geographical teams.

2004-2006 Business Objectives

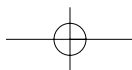
Business Objectives	Key Focus Area	Success and Performance Measures
Ensure Financial Stability	Financial Resources	• ESA achieved a surplus of 5.6% of revenues. • Accounts receivable has been maintained at 34 days. • ESA has diversified revenue sources by generating \$1,456,000 in increased Continued Safety Services revenues.
Business Objectives	Key Focus Area	Success and Performance Measures
Strengthen Business Processes	Improve Business Productivity	• The introduction of system enhancements and new work practices has reduced Inspector administrative time by 38%. • The Customer Service Centre has reduced the cost to process an application by 14%.
	Enhance Information Systems	• A Customer Reporting Tool has been introduced to increase Continuous Safety Services participant satisfaction. • ESA has worked to define the business requirements for a comprehensive Information System. • Information systems have been streamlined to assist Inspectors and Customer Service Representatives in increasing efficiency (i.e. macro angel / automated contrans)
	Employee Training	• 120 Inspectors received update training. • Customer Service Representatives received monthly training on policies, procedures and business initiatives.
	Employee Communication	• Two sets of regional communication meetings were held across Ontario. • Joint Management/Union meetings were held quarterly. • Four Employee Newsletters were produced.



Business Plan

Fiscal 2005 - 2007

delivering safety



Our Mandate

Entering our sixth year of operation, the Electrical Safety Authority remains focused on the organization's founding mandate: To become a customer focused world leader in providing public electrical safety.

Our commitment to the mandate is strong. As we pursue ambitious business objectives for the 2005 - 2007 business period, we will ensure:

- Employees have the highest level of technical and service knowledge available.
- The best technical expertise is accessed to define and modify electrical standards to ensure they reflect the highest possible safety requirements in Ontario.
- Programs and services are clearly defined, respond to customer needs, and are delivered in an effective and efficient manner.
- Systems and processes are constantly updated to respond to the changing world of technology.
- Information sources are clearly defined to assist in assessing public safety needs and setting safety priorities for Ontario.
- Consultation with employees, customers, and the public on key business initiatives is ongoing.
- New opportunities to increase electrical safety are vigorously pursued.
- Safety partnerships are developed to support ESA in extending the reach of its important safety messages.

Letter from the President and Chief Executive Officer

" . . . reaching for Operational Excellence . . . "

Excellent progress was made at the Electrical Safety Authority in fiscal 2004, however a gap still exists between the company's current state and its ultimate capabilities.

This fiscal year's strategic plan is focused on the theme Operational Excellence. One of the most significant impediments to operational excellence within our organization continues to be the mobile computer system used by front line Inspectors. A project team has been formed with the intent of implementing a replacement system this fiscal year. Considerable effort will be required to ensure we accomplish the transition as effectively as possible. This means we must minimize inconvenience to our customers, and ensure the implementation does not negatively impact our financial position, as was the case in 1999 when the current system was rolled out.

The new strategic plan maintains ESA's four key objectives: provide leadership in electrical safety; provide excellent service; ensure the business is financially sound; and strengthen business processes. Progress against these objectives will be evaluated by 11 performance measures directly linked to 27 action plans.

The following action plans are of particular importance:

IMPROVE THE DEFECT FOLLOW-UP PROCESS: Every working day, our inspectors find an average of 88 electrical installations with safety defects that require remedial attention by the installer. At any point in time there are typically more than 5,000 such defects outstanding. This is a deep concern for us, because it represents a potential safety hazard for Ontarians. We will improve the follow-up process to decrease the time these defects are outstanding.

WORK TO ENABLE CONTRACTOR LICENSING: Last year 10 people in Ontario died, and many more were injured, due to electrical contact. Some of these unfortunate incidents were the result of unqualified and unlicensed persons doing electrical work. All Ontarians are at risk when the standard of electrical work is low. We intend to work closely with our stakeholders to ensure a consistent fair and equitable standard is put in place by licensing qualified electrical contractors.

IMPLEMENT ELECTRICAL DISTRIBUTION SAFETY REGULATION: Working in close collaboration with electricity distributors and the Ministry of Consumer and Business Services, we are pleased that the new Electrical Distribution Safety Regulation was recently approved. In the coming year we will work closely with our stakeholders to put this Regulation into practice.

COMMUNICATE SAFETY ISSUES TO ELECTRICAL TRADES: There are too many serious incidents affecting workers in the electrical trades. We will embark on an active communication campaign focused on recurring problem areas with a view to creating more awareness of communication of electrical hazards and the trade.

INFORMATION SYSTEM SELECTION PROJECT: As indicated above, the company's mobile computer system must be upgraded to ensure we can achieve our internal mission of operational excellence. This is a large project with a tight timetable to ensure the new system is brought on-line between January and March, when construction volumes are typically lower.

Every effort has been made to share our strategic plan and business direction with our employees and key stakeholders.

We have committed, talented employees with strong skills. This, together with a strong Board of Directors, excellent advisory councils, and an increasingly close relationship with key stakeholders, will ensure we realize our goal of achieving Operational Excellence.

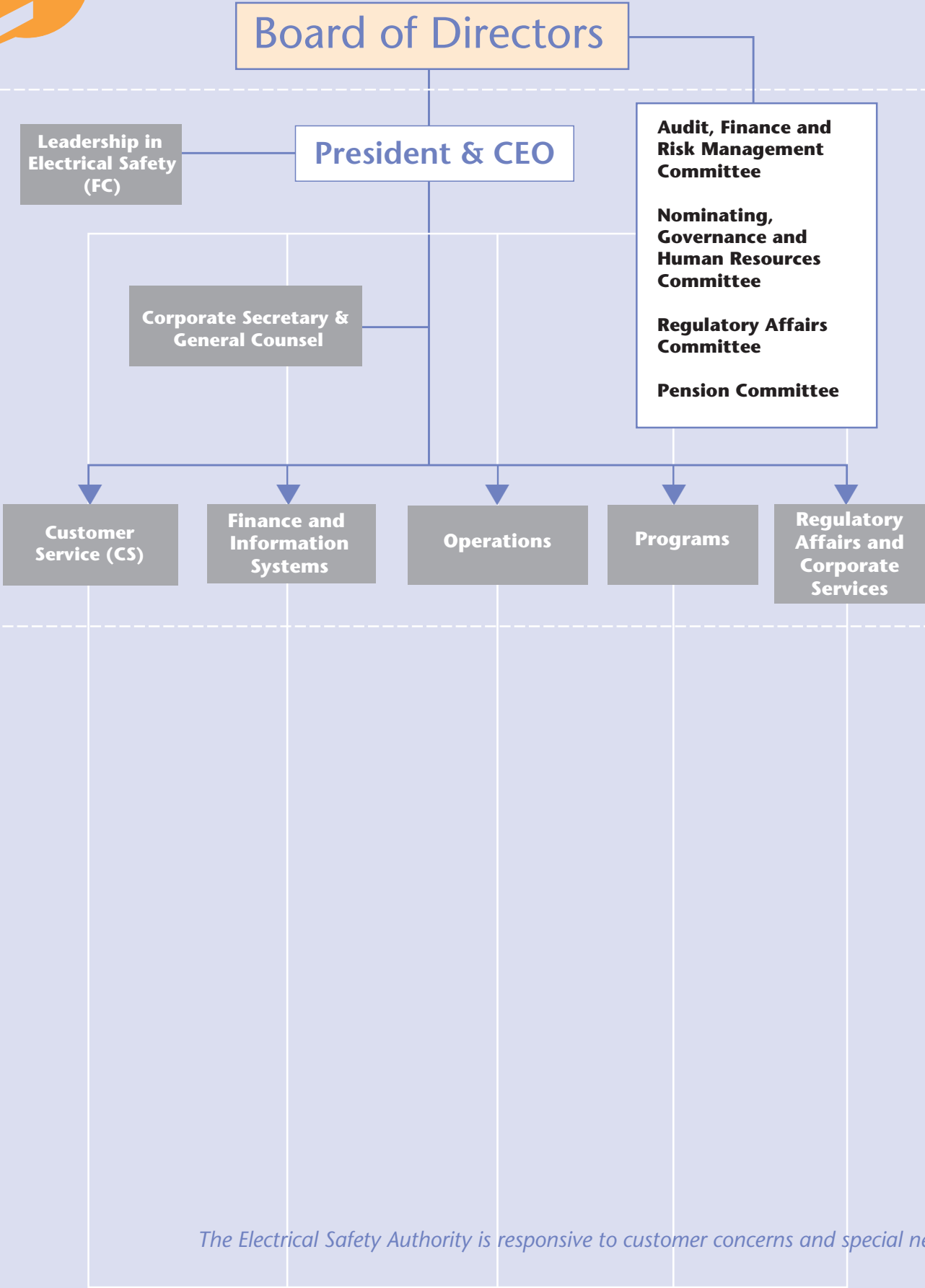


Robert M. Stelzer

President and Chief Executive Officer, Electrical Safety Authority



Our Structure



The Electrical Safety Authority is responsive to customer concerns and special needs

Planning Assumptions

The following assumptions have been taken into consideration, and must be realized, if we are to meet the measures of success presented in the Electrical Safety Authority's fiscal 2005 - 2007 business planning cycle:

- ESA successfully executes the strategic plan.
- Electrical installations and maintenance continue to be regulated and inspected by ESA.
- ESA continues to receive Government support to develop and approve new safety regulations or legislation that could impact public electrical safety.
- Employees, customers and other stakeholders continue to provide feedback and support ESA initiatives.
- ESA is able to respond to changing technological needs and advancements to extend the reach of its electrical safety services.
- ESA continues to receive co-operation from safety stakeholders in the collection and sharing of data to define higher-risk areas and to support the development and implementation of new safety initiatives.
- ESA maintains positive relationships with allies to advance public electrical safety awareness.
- ESA is able to respond to new safety challenges associated with delivering safety services and information to the broader public in Ontario.
- The Ontario economy continues to be strong especially in new construction.
- ESA continues to meet its financial objectives of stable operating costs and the realization of forecasted revenue.
- Continuous Safety Services customers continue to renew contracts.



ESA Strategic Plan 2005

Experts in Electrical Safety
Superior services and solutions.
A recognized leader.

INTERNAL MISSION

Easy to do Business with

Operational Excellence

OBJECTIVE "WHAT"

KEY PERFORMANCE INDICATORS
 (Achieved by March 31, 2005)
 (11 KPI's)

ACTION PLAN "HOW" (27 Action Plans)

Leadership in Electrical Safety (FC)

- Increase electrical safety awareness at the "point of purchase" by 30% (SAKPI1)
- Increase awareness in electrical trade of common occupational hazards by 10% (SAKPI2)
- Reduce non-admin Defects older than 90 days by 25% (SAKPI3)

Excellent Customer Service (CS)

- Increase CSC accuracy by 10% (SKPI1)
- Ensure average quarterly visit backlog does not exceed 4% (CSKPI2)
- Increase contractor satisfaction on code consistency by 2% (CSKPI3)

Ensure Financial Stability (FS)

- achieve a surplus of 2% of revenue (FSKPI1)
- Achieve a positive cash flow of \$485K (FSKPI2)
- Diversify revenue sources by \$1.5M of incremental CSS and FE business (FSKPI3)

Strengthen Business Processes (BP)

- reduce inspector Admin time by 10% (BPKPI1)
- Improve processing efficiency by 5% (BPKPI2)

- Improve Defect follow up Process (SAINS1)
- Communicate safety issues to Trades (SAREG2)
- Work to enable contractor licensing (SAPRG3)
- Next phase of CCP for electrical contractors (SAPRG1)
- Promote safety message "rules of engagement" at electrical retailers & wholesalers (SATRN2)
- Lead the Elecsafe Alliance in promoting electrical safety awareness (SACOM2)
- Implement Utility Regulations (SAREG5)
- Unapproved Product Policy (SAREG10)

- Work with PWU to ensure hiring hall can source seasonal peaks (CSINS1)
- Monitor (IT Report) and respond to backlog per inspector per team (CSINS2)
- Communication contractor on code interpretation (CSINS4)
- Provide a consistent 7/24 emergency response (CSINS5)
- Streamline CSC processes associated with one time contractors (CSCSC2)
- Work to enable Code and Licensing Appeals Process (CSHDL1)
- Training for new and Existing Inspectors (CSINS12)

- CSS sales initiative (FSORG1)
- Standard fee program review and update (FSORG2)
- Update and enhance training materials to protect current CSS training revenue (FSORG3)
- FE sales initiative through organic growth (FSORG4)
- CSS margin assessment of key contracts upon renewal (FSEFF1)

- Make inspector workload more visible to improve work allocation (BPOPS2)
- Expand utilization of OLA (BPCSC1)
- Provide technical phone support for non-contractors (BPCSC2)
- Increase / improve SAP support functions for front line staff (BPOPS4)
- Information System Selection Project (on time and on budget) (BPIT1)
- Standardized Health & Safety Delivery Materials (BPCOR2)
- Improve inspector admin by Product Council initiatives (BPPRG2)

2005-2007 Business Objectives

Business Objectives	Key Focus Area	Success and Performance Measures
Provide Leadership in Electrical Safety	<i>Safety/Brand Awareness</i>	- Promote safety messages to increase consumer electrical safety awareness at the point of purchase. - Lead the Elecsafe Alliance in promoting electrical public safety through the introduction of annual targeted campaigns. - Increase awareness in electrical trades of common occupational hazards. - Issue safety alerts as required. - Update four corporate brochures.
	<i>Customer Offerings</i>	- Continue to work to establish a provincial contractor and electrician licensing program. - Introduce the concept of 'earned-discounts' associated with the Authorized Contractor Program
	<i>Safety Management Framework</i>	- Improve defect follow-up process and reduce non-administrative 'defect days outstanding' by four days. - Work to introduce a risk prioritization policy in 2006. - Develop the 2006 Ontario Electrical Safety Code for provincial government approval in 2006. - Identify and develop new Code training in 2006. - Implement business processes to introduce safety standards defined in the Electrical Distribution Safety Regulation. - Introduce a Utility Advisory Council to support the implementation of the Electrical Distribution Safety Regulation. - Develop a policy for responding to unapproved electrical products.
	<i>Fee Restructuring</i>	Continue the development of the next phase of the Contractor Certification Program (CCP).

Business Objectives	Key Focus Area	Success and Performance Measures
Provide Excellent Service	<i>Inspection</i>	- Increase contractor satisfaction on Code consistency. - Manage average quarterly visit backlog. - Work with the Power Workers' Union to generate increased interest to ensure Inspector hiring hall can source seasonal inspection peaks. - Develop and introduce a monitoring report to support Inspectors in responding to inspection backlogs. - Provide annual update training for Inspectors. - Provide consistent 24/7 emergency response across Ontario. - Enable a Code and Licensing appeal process. - Develop a Technical Newsletter for contractors to support consistent Code interpretation.
	<i>Customer Service Centre (CSC)</i>	- Increase CSC accuracy. - Streamline CSC processes to support the provision of inspection services to one-time contractors and the do-it-yourselfer.

2005-2006 Business Objectives

Business Objectives	Key Focus Area	Success and Performance Measures
Ensure Business is Financially Sound	Financial Resources	• Achieve a surplus of 2% of revenue (for 2005, 2006 and 2007) • Achieve a positive cash flow. • Conduct a review and update of the Standard Fee program. • Diversify revenue sources through incremental sales from the Field Evaluation and Continuous Safety Services lines of business. • Update and enhance ESA training materials to support Continuous Safety Services targets. • Review existing CSS contract terms and conditions to ensure customer needs are reflected.

Business Objectives	Key Focus Area	Success and Performance Measures
Strengthen Business Processes	Improve Business Productivity	• Reduce Inspector administration time. • Improve processing efficiency. • Expand customer use of the on-line applications system. • Develop and introduce a process to enable ESA to respond to non-contractor requests for Ontario Electrical Safety Code information. • Standardize and improve Health & Safety materials and processes across ESA.
	Enhance Information Systems	• Introduce systems to support the Customer Service Centre in scheduling non-contractor inspections. • Implement an Information System to support Inspectors.

Financial Projections and Trends

The Electrical Safety Authority recorded a positive financial year in fiscal 2004 and expects continued good performance in future years, but at more modest levels than that experienced in the last two years. Construction starts, especially in the new home market, have been at their highest levels since the late 1980s, so it was imperative to build financial reserves in this strong economic environment. Positive financial performance will enable the company to allocate more resources to safety initiatives, new regulatory initiatives and customer service and productivity improvements in future years.

Revenue is expected to grow annually at a modest level of approximately 5% over each of the next three years. ESA's objective is to diversify revenue so that less reliance is placed on wiring inspection services. Revenue sources will come from the expansion of the Continuous Safety Services program, Utility Regulation and other similar initiatives. Modest rate increases are expected. As a result revenue will increase from \$52.4 million in fiscal 2004 to \$61.3 million in fiscal 2007.

Operating expenses are expected to increase substantially in fiscal 2005. This additional spending directly relates to the strategic plan and the allocation of \$3.5 million for safety programs, customer service initiatives, revenue diversity and productivity improvements. The remainder of the \$1.6 million increase represents a modest expense growth on our base business. Subsequent years reflect modest growth in operating expenses in line with revenue growth.

As a result, ESA's plan assumes a modest excess (revenue exceeding expenses) of \$1.1 million on average for the next three fiscal years.

The cash position improved in fiscal 2004 as a result of the positive operating margin, limited capital spending, and continued strict working capital management. Cash flow is again planned to be positive next year and in future years, but will be impacted by capital commitments approaching \$3.8 million in fiscal 2005 related to the need to replace certain software systems and to upgrade computer equipment such as servers and employee desktops and laptops. Capital spending in fiscal 2006 and fiscal 2007 will be reduced.

Risks to this financial plan relate mainly to the impact of housing and commercial construction starts.

The execution of this financial plan will continue to position the company in a stable environment and assist in achieving strategic objectives. Below are actual financial results for fiscal 2004, and projections for the fiscal years 2005 - 2007.

Revenue & Expenses		2004		2005		2006		2007	
(\$ millions)		(actual)	(projection)	% change	(projection)	% change	(projection)	% change	
Revenues	Total	52.4	55.8	6.5	58.5	4.8	61.3	4.8	
Expenses	Salaries, Wages & Benefits	37.5	40.9	9.1	43.9	7.3	46.2	5.2	
	Operating Expenses	10.4	12.2	17.3	12.5	2.5	13.0	4.0	
	Depreciation	2.2	2.1	(4.5)	1.7	(19.0)	1.7	—	
	Total	50.1	55.2	10.2	58.1	5.3	60.9	4.8	
	Margin	2.3	0.6		0.4		0.4		
	Other income	0.6	0.6		0.6		0.6		
Net		2.9	1.2		1.0		1.0		

N.B. This table represents base business only and Utility Regulations for fiscal 2005 - 2007 and does not include the potential impact of certain other regulatory initiatives.

Financial Projections and Trends

Our Privacy Guidelines

In accordance with the terms of our Administrative Agreement, the Electrical Safety Authority has adopted an Access and Privacy Code that provides both the privacy and access to public information in accordance with the principles of public sector privacy legislation.

Recognizing the importance of information in maintaining public electrical safety, ESA routinely discloses and actively disseminates records that support our safety mandate. ESA will not disclose personal information if disclosure would violate an individual's right to privacy, or commercial information, if it has been provided to us with an expectation of reasonable commercial protection.

Complaints with respect to the collection or disclosure of information are dealt with in accordance with our Complaint Policy outlined below.

No complaints regarding information collection or disclosure practices were received in 2004.

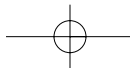
Our Complaints Policy

We view complaints as an opportunity to strengthen relationships with our customers, stakeholders and the public. We provide information and encourage two-way communication at all levels to ensure we are continually improving service quality. Where possible, complaints are dealt with at the source and in a timely manner. Complaints that are not resolved to the satisfaction of the complainant can be referred to the President and Chief Executive Officer.

The Complaint Policy and contact information are posted on our website at www.esasafe.com. In fiscal 2004, we received 30 written complaints, and all received an initial response within 10 days. One written complaint was escalated to the Chief Executive Officer for response.

Our French Language Services

A French language response is provided to all inquiries received in French. The nature and level of service provided in French are determined on an as required basis to ensure ESA fulfils its public safety mandate.



Industry Advisory Council

Brad Bell	Vice-President, Carcini Burt Rogers Incorporated
Dale Chaplow	Supervisor, General Motors of Canada
Frank Hull	Manager, Technical Services, Ontario Good Roads Association
Nick Malouf	Vice-President, Entela Canada Incorporated
Joseph Neu	Vice-President, Electrical Equipment Manufacturers Advisory Council, Electro Federation Canada
Gilles Proulx	Vice-President, Sales and Customer Service, Insurers' Advisory Organization, Inc.
Ken Quesnelle	Vice-President, Assistant General manager, Woodstock Hydro Services Inc.
Brian Savaria	Manager, Product & Pricing Standards, Eaton Yale Limited CutlerHammer
Dave Sinclair	General Manager, Kenora Hydro
Ken Steger	Director of Engineering, CGI Insurance Brokers

Consumer Advisory Council

Steve Bober	St. Marys
John Buchanan	Ottawa
Mel Fruitman	Maple
Lynn Girty	Blenheim
Pamela Hardie	Toronto
Valerie Lee	Kitchener
Keith Maracle	London
Dick Vosburgh	Guelph
Bob Wing	Pickering
Derek Zulesky	Toronto

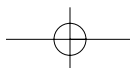
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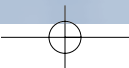
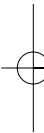
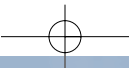
Contractor Advisory Council

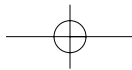
Dave Ackison	Ackison Electrical
Gary Beer	Jay Electric Ltd. & Enerscan Control
Ron Bergeron	Bergeron Electric
Glenn Carr	Campbell & Kennedy Electric (Ottawa) Ltd.
Richard Cullis	Dial One Wofldale Electric Ltd.
Garry Enright	Ontario Electrical League
Eric Glahs	Lorne Electric - 1075777 Ontario Ltd.
Dorothy Hart	Hart-Well Electrical Co. Ltd.
Ken Keegans	Tiltran Services
Dan Lancia	Holaco Installations Ltd.
Dan Moore	The Roberts Group Inc.
Eryl Roberts	Electrical Contractors Association of Ontario
Joe Spadafora	Procon Niagara
Frank Talenti	Tam Electric

Provincial Code Committee

Gary Beer	Jay Electric Ltd. & Enerscan Control (Electrical Contractors Association of Ontario)
Sam Bell, P.Eng.	Professional Engineers of Ontario
Ken Brightwell	Electrical Safety Authority
Dale Chaplow	General Motors of Canada Ltd.
John Coles, P.Eng.	Consultant, Electro-Federation Canada
Greg Galbraith	G.E. Galbraith Electric (Electrical Contractors Association of Ontario)
Pamela Hardie	Consumer Representative
Ross Head	The Roberts Group Inc.
Armen Kassabian	Office of the Fire Marshal
Chung Li	Ministry of Municipal Affairs and Housing
Tom Mah	Underwriters' Laboratories of Canada
Nino Mancini	CSA International
Gabriel Mansour	Ministry of Labour
Linda Markle	Whirlpool Canada Inc.
Albert Merlo	Merlo Electric Inc. (Ontario Electrical League)
Ted Olechna	Electrical Safety Authority
Tony Poirier	Durham College
Doug Reith	Nexans Canada Inc.
Ross Sutherland	Electrical Safety Authority
Maurice Tucci	Electricity Distributors Association
Gordon Walker	International Brotherhood of Electrical Workers





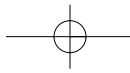


Electrical Safety in Ontario

2003 Report Summary (as of December 2003)

delivering safety





Statement from the President and Chief Executive Officer

Understanding the causes and circumstances of electrical incidents and fatalities is critical to developing ways and means of addressing these safety issues. That is why the Electrical Safety Authority has established relationships with key information sources to produce an annual electrical safety report that accurately reflects the Ontario situation. The report analyzes workplace-related fatalities, home and non-occupational fatalities caused by accidental contact with electricity, and deaths caused by electrical related fires, including those associated with the misuse of electrical appliances and products.

This is our third Electrical Safety in Ontario report, and for the first time we provide a summary of the findings in our Annual Report/Business Plan document. The complete report is available on our web site at www.esasafe.com

Information gleaned from this report helps us identify opportunities for improving public electrical safety through changes to provincial regulations, the introduction of new safety initiatives, and heightened public electrical safety awareness activity.

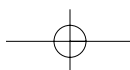
Report findings indicate that over the past nine years in Ontario, the fatality rate of accidental contacts has steadily declined. However, workplace electrocutions represented more than 65% of electrical fatalities in the past year, while powerline contact resulted in more than 55%.

Education is critical, and ESA will continue to increase safety awareness in the workplace with powerline and power outlet safety messages produced through our alliance with other industry organizations. The Elecsafe Alliance provides a direct link to workers through participation by the Construction Safety Association of Ontario and their channel links to the Industrial Accident and Prevention Association, Farm Safety Association of Ontario, and the Workplace Safety and Insurance Board.

In addition, ESA will launch a safety awareness campaign directed to the electrical trades that will focus on safe practices when working on 347-volt systems and using multi-meters. This campaign responds directly to an increase in trades fatalities and electrical incidents reported in 2003. To strengthen our impact in this area, the campaign will be reinforced by the ongoing efforts of our Regulatory Division to produce effective Ontario Electrical Safety Code and General Safety Awareness training materials.

A review of Coroners reports indicate human error was the cause of 80% of all electrocution fatalities that occurred in Ontario in 2003. We, at the Electrical Safety Authority, are responding to this information by stepping up our efforts to create a greater safety awareness that will change behaviour and ultimately reduce these errors and their consequences.

Robert M. Stelzer
President and Chief Executive Officer, Electrical Safety Authority

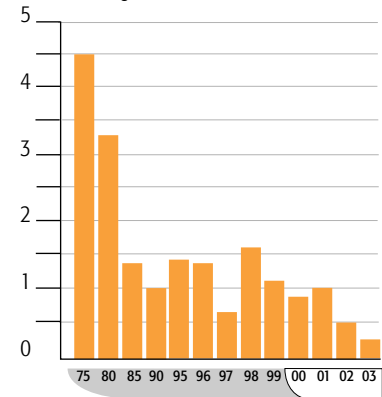


Summary Findings from the 2003 Electrical Safety in Ontario Report

The Electrical Safety Authority's Annual Electrical Safety Report is produced using data and statistics from a number of provincial and federal sources to enable the business to track electrical incidents and fatalities. The data that is analyzed and presented in the annual report supports ESA in identifying changes to trends in electrical incidents and fatalities, and defining targeted areas requiring new safety initiatives.

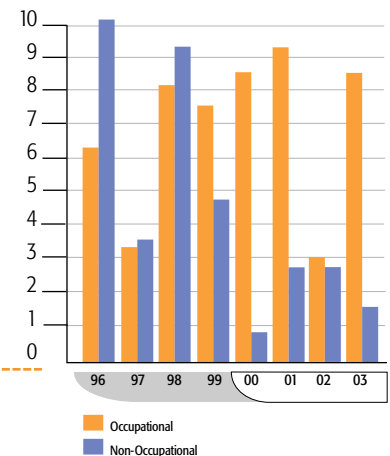
Over the past three years reports have indicated Ontario continues to experience a steady decline in electrocution rates. Over the past nine years the electrocution rate has decreased from 1.5 fatality/million population to 0.8. However, at a closer glance, and from data ESA has compiled, a number of trends emerge that do indeed presents concern and which must be addressed.

Figure 1: **Electrocution Rate**



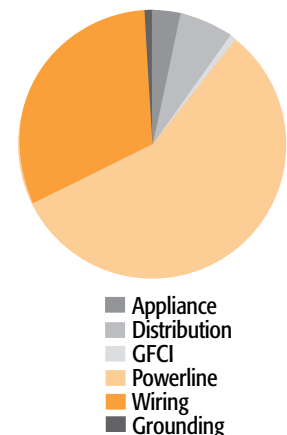
From 1997 to 2003, 77 electrocutions were recorded in Ontario. Over the past decade there has been a shift in where electrocutions are occurring. Until the year 2000, the majority of electrical fatalities reported were non-occupational. In the last four years, however, the workplace has emerged as the primary environment for electrocutions. The area of greatest concern is associated with contract workers who provide services to the residential market. This group represented approximately 35% of all electrocutions since 2000. In addition, 18% of electrical fatalities occurred in industrial workplace settings. Over the past year a new trend has emerged that associates electrical fatalities and injuries with aerial work platforms, which are becoming increasingly commonplace.

Figure 2: **Electrocution (Occupation and Non-Occupational)**



Workplace electrocutions impact workers in a number of different occupations. Contact between ladders and overhead wires is the primary cause of electrical fatalities. A total of 80% of all electrocutions occurred outdoors, and 60% involved contact with high voltage powerlines. Reports of powerline contact were widespread in all occupational sectors. In addition, 73% of all residential electrocutions involved powerline contact with ladders.

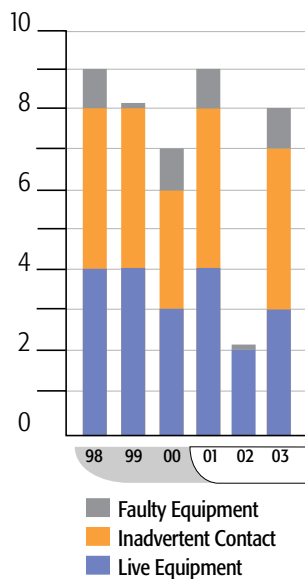
Figure 3: **Electrocution Causes**



Following investigations by the Coroner's Office, Ministry of Labour and the Workplace Safety and Insurance Board, it was determined that 65% of these fatalities occurred in workplaces that had not developed and introduced safe work procedures for their employees. In addition, 75% of these fatalities occurred where the compliance requirements specified in the Ontario Health and Safety Act and Regulations were not being met.

**Figure 4: Electrocution Rate
Causes of Occupation Electrical
Fatalities**

(provided by the Ministry of Labour)



Electrical fatalities associated with electrical maintenance and repair workers primarily took place when they were repairing wiring or electrical panels. More than half of these fatalities were associated with individuals who did not realize the electrical equipment they were working on was energized. In the majority of cases where electrical fatalities involved electricians, these individuals were aware they were working on live electrical equipment, yet they did not follow recommended safety procedures. For example, reports of fatalities associated with 347-volt lighting systems involved persons who were aware they were working on live electrical systems 75% of the time.

As stated earlier, electrical fatalities in Ontario represent a very small fraction of all accidental deaths in the province. However, trends have been identified and these situations must be addressed to decrease electrical fatalities in the province. Some of the common findings in the data indicate the majority of the fatalities are associated with powerline contact and lack of safety procedures, or consideration of basic safety steps. In addition, electrical fatalities associated with powerline contact continue to be higher in Ontario than in other provinces. Powerline contact is an area of increasing concern with 57% of all electrical fatalities linked to this cause. It is the primary cause of electrical fatalities in both non-occupational and occupational segments.

ESA has worked to heighten awareness of powerline safety through our 2003 promotional and educational campaign with the Elecsafe Alliance. Increased effort will be made to grow the impact of this campaign across Local Distribution Companies. The recent provincial government approval of the Electrical Distribution Safety Code links ESA into the powerline safety business. The introduction of consistent safety requirements for distribution line construction, repair, and maintenance is an important step to developing a relationship with Ontario's electricity distributors. They are an important channel to educating the residential sector on powerline safety.

In addition, ESA continues to support the development and distribution of electrical safety messages to the industry, and specifically the construction industry, through the Construction Safety Association of Ontario's participation in the Elecsafe Alliance. As well, ESA is working with the International Brotherhood of Electrical Workers and the Electrical Contractors Association of Ontario to create heightened awareness across the electrical trades with respect to safe electrical work procedures when working on 347-volt lighting systems and when using multimeters.

Although electrical fatalities continue to represent a small portion of accidental deaths, powerline contact is an area that stands out and continues to require close attention. In addition, the increase of occupational electrical fatalities provides another opportunity to influence safety awareness and work place procedures.

Together with industry allies, ESA is working diligently to influence electrical safety behaviour in a number of occupational areas, including electricians, construction workers and farmers. We will continue to work toward a channel relationship with the Ministry of Labour to reach the broadest possible audience with these important safety messages.

Sources

Coroners Reports, 1997 to 2002

Electrical Safety Authority Accident Reports, 2000 to 2003

Ministry of Labour Electrical Accident and Fatality Reports, 1997 to 2003

Workplace Safety and Insurance Board Records, 1997 to 2002





www.esasafe.com

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